

Specialist, Product Support & Implementation

Location: Association Services, 79 James Street South, Hamilton, Ontario

Position Type: Full-Time Contract (August 2025 – February 2025) with the possibility of extension

Salary Grade: Grade 4

Salary Range: Starting at \$52,967 annually, commensurate with experience

Position Overview:

We believe that it is through the power of our amazing people that the #YSavesLives. By joining the Marketing & Communications team, you will contribute to making our Y the best place to work.

As Specialist, Product Support & Implementation, you will be at the forefront of supporting Weemarkable App and future digital platforms, representing a national product with stakeholders and customers across Canada.

Reporting to the Director, Marketing & Communications, you will lead the end-to-end implementation of new features and app builds, from stakeholder consultation and user testing, training, to rollout and adoption. You'll also play a key role in ensuring smooth and positive user experience for childcare administrators, educators, and caregiver users, and lead development and maintenance of learning tools and training materials to support app adoption and driving user engagement in the childcare sector.

This is an excellent opportunity for a collaborative problem-solver with a passion for tech-enabled solutions and customer experience. This role offers the chance to shape how we deliver value through innovation in the childcare sector at the YMCA of Hamilton|Burlington|Brantford.

What You'll Do:

- **Customer Support:** First point of contact to manage and escalate customer support issues and provide troubleshooting and resolution guidance. Maintain records, documentation, training materials to support customer requests.
- **Product Expertise and Product Stewardship:** Serve as the go-to expert on app features. Lead onboarding, training, and support for associations. Maintain user guides, gather feedback, monitor performance, and collaborate with developers to enhance the product.
- **Stakeholder Engagement:** Act as primary liaison between the app developer, the national advisory committee, the internal governance team and facilitating regular communication, sharing updates and gathering feedback to align priorities.

What You'll Bring:

- Bachelor's degree or equivalent education in Business, Information Technology, Computer Science, Marketing, or a related field.
- Minimum of two (2) years of experience in Customer Support, Project Management, Technical Support, and Data entry.
- Experience with mobile applications, software development processes, and digital marketing tools.
- Experience with content management systems, as well as Microsoft Office suite.
- Strong written and oral communication, interpersonal, customer service. Ability to explain technical concepts to non-technical users.
- Excellent organization, initiative, planning and administrative skills with the ability to identify and manage multiple priorities.

What You'll Bring (continued):

- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively in a team environment.
- Demonstrated experience working with diverse teams and fostering inclusive workplace practices.
- Skilled in handling sensitive situations with discretion and professionalism.
- Access to reliable transportation in order to travel to various work locations.

A Major Asset If:

- You have worked in non-profit, charitable, childcare and/or public sector organizations.
- You have a Certification in Project Management (PMP, or other) preferred.
- You have experience in another SaaS-related role.

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position

Ready to Make a Difference? This is your chance to play a critical role in shaping a thriving, inclusive workplace where employees feel supported and empowered. If you're passionate about people and excited to lead impactful initiatives, we want to hear from you!

Interested in applying? To view and apply for positions as a current employee, please log into your UKG account and click "My Company", then "View Opportunities" in the sidebar menu.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca